

SANDATA SYSTEM CHANGE

TASK Selection

- On **November 3rd** there will be a change in the Sandata system.
- Previously all tasks were available for all services types in both the Mobile App and The TVV call in system.
- New - **On November 3rd**, the tasks allowed for each service will change and only valid tasks for each service should be chosen.

WHAT WILL HAPPEN

TVV Call-ins – The TVV phone-in system will **NOT** be able to exclude invalid task. Employees/DSPs should use the updated TVV task to service sheet. IF you chose a wrong task, an exception will be created in your Sandata Portal which will need to be acknowledged by your employer when approving time in the portal.

Please be make sure you are using the updated valid task sheet when using TVV to avoid these exceptions.

SMC (mobile) App – When you update the mobile app, you should only see the appropriate assigned task for each service so no exception will be created.

SPECIAL REMINDER

*****If you are a returning employee after a long absence, ***make sure you are using either the SMC mobile app or TVV phone system immediately upon you return.*** First please, talk to your employer and remind them to call their FI to make sure you are active and have a valid Santrax ID. Second, make sure you have updated your SMC mobile app or have the updated TVV Tool with new task assignments.